



Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Pick up mail from a Post Office Box	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain. Distance Travel - Congestion traffic Route 7 - No neighborhood
P.O. changes has been adjusted w/ no Saturday hrs (understandable),
but w/ the local community the local Pinmit Branch may be all
some Seniors HAVE and CAN get to. The staff at the Pinmit Branch is Excellent!

4. Do you currently use local businesses in the community?

Yes ☒

No ☐

They know their regulars by name, friendly & Professional

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐

No ☒ (Probably not) No longer
one stop shopping.

Name:  (please print your name)

Address: 

Telephone number: 

Date: 15 JAN 10

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

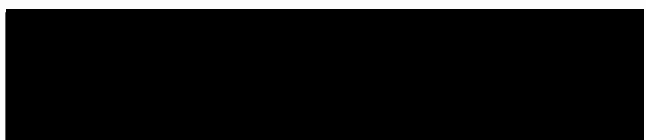
Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593

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June 10, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the new Falls Church main post office is further away and that traffic congestion is an issue. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting www.usps.com.

You also stated said that the personnel at the Pimmit Branch provided excellent service. Courteous and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "Robert S. Gingell".

Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998



Was this survey sent to all residents or just PO box holders? Survey responses do not represent everyone unless it was sent to all residents!

Postal Customer Questionnaire

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1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

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c. Mail packages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain. I will triple the distance daily to pick up mail at PO box. Also Route 7 is a very busy street with many traffic lights. This is a hardship for our "mom and pop" business. We use the Pimmit [redacted] PO to ship orders and send certified mail and pick up mail daily from our PO box. (see below)

4. Do you currently use local businesses in the community? Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐ No ☐

Name: [redacted]
(please print your name)

Address: [redacted]

Telephone number: [redacted] Date: 18 JAN 2010

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593

Also, closing the Pimmit [redacted] PO would require the costly re-printing of our business cards, envelopes, stationery, and notifying our customers of the change of address - another hardship for us during challenging economic times.

Saturday service at Pimmit [redacted] has been eliminated and it closes for lunch from 2:00 to 3:00pm. This alone has an impact on volume. Janice Vaid and her staff do an exceptional job and provide "hometown" customer service - a rare find in today's business environment.

Name: [REDACTED]
(please print your name)

Address: [REDACTED]

Phone number: [REDACTED]

Date: 18 JAN 2010

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Please add any additional comments on a separate piece of paper and attach it to this form.
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Saturday service at Pimmit [REDACTED] has been eliminated and it closes for lunch from 2:00 to 3:00pm. This alone has an impact on volume. Janice Vaid and her staff do an exceptional job and provide "hometown" customer service—a rare find in today's business environment.

→ [REDACTED] is an older, established neighborhood. I observe many elderly folks that use this post office because it's in our neighborhood, can be easily accessed, and they are served with respect. Closing this post office would be a hardship for elderly folks by forcing them to drive to Falls Church or Merrifield, especially in inclement weather!



June 10, 2010

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the Falls Church Main Office would triple the distance to pick up your mail and would provide a hardship for your "mom and pop" business. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

A concern was expressed about the closing of the Pimmit Branch on Saturdays and during the week for an hour lunch break. A review of the Pimmit Branch revealed that the hours of operation were not being supported by customer traffic or revenue transactions. Based on customer traffic and revenue, the retail operation was closed on Saturdays and during the week for lunch.

You expressed concern over the level of assistance provided to the elderly. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

You stated that that you receive exceptional service and "hometown" customer service by the personnel at the Pimmit Branch. Courteous and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area. Special assistance will be provided as needed.

You would not be expected to incur the cost of reprinting your business stationary and envelopes right away. You should be able to exhaust your current supply and just notify your customers of your new address in your every day correspondence with them.

An issue was raised concerning the dissemination of the questionnaires about the potential closure of the Pimmit Branch Post Office. Questionnaires were available for the customers that utilized the Pimmit Branch. Each Post Office Box customer received a questionnaire and questionnaires were available for walk in customers at the retail unit from January 7, 2010 to January 21, 2010.

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If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,



Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998



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Postal Customer Questionnaire

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d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government
forms (such as tax forms) Yes ☒ No ☐

b. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____



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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐Just as Good ☐No Opinion ☐Worse ☒

Please explain.

Will have to travel along Route 7
which is already heavily congested
almost all day, every day

4. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐No ☒

Name: _____

Address: _____

Telephone number: _____

Date: _____

13 Jan 10

Please add any additional comments on a separate piece of paper and attach it to this form.
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15 January 2010

Robert S. Gingell
Sr. Manager
Post Office Operations
8409 Lee Highway
Merrifield VA 22081-9998

Dear Mr. Gingell,

Thank you for this opportunity to voice my strong opposition to the closing of the Pimmit Hills branch of the Falls Church Post Office.

I know you must look at the costs of keeping the branch open versus the savings if you close it. And I have no way of knowing if it brings in enough revenue to add to your bottom line. It always seems to be doing a brisk business to me.

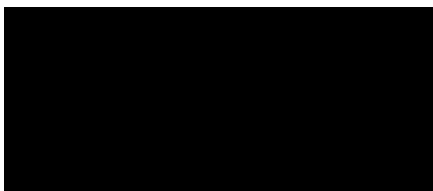
However, I do know it is a vital link to the many, many people who live near by in relatively low cost but very dense multi-family housing who will have a much harder time than I getting to the Main Post Office along the always traffic-jammed Route 7.

Many of them are recent immigrants and more than a few have language difficulties. A good number are elderly. It is a credit to Postal Clerks Janice Void and Kim Chi Luong that they are able to efficiently and effectively serve these disadvantaged customers while keeping the line behind them moving. God bless them both.

I know you are not a social welfare organization, but Postal Clerks and Carriers have a long tradition of serving their customers above and beyond the call of the Postal Manual. This little outpost of the Great American Postal System is many people's checking account and main line of communications with their often left-behind families.

I would also point out that although we are in the Falls Church ZIP Code, this brave Branch is over the line and rests in an unincorporated corner of Fairfax County. I would ask you to invite them, too, to comment on this plan as it is us Fairfaxians that are all going to be greatly disadvantaged if you are forced to shutter this fine federal outpost amidst the many merchants in our neighborhood strip mall.

I would be happy to talk to you at your convenience if you think it worthwhile.





June 10, 2010

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the new Falls Church main post office is further away and that traffic congestion is an issue. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

You expressed concern over the level of assistance provided to the elderly. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

You indicated that the [redacted] area is actually located in Fairfax County therefore we should solicit feedback from Fairfax County residents. Questionnaires were available for the customers that utilized the Pimmit Branch. Each Post Office Box customer received a questionnaire and questionnaires were available for walk in customers at the retail unit from January 7, 2010 to January 21, 2010.

You indicated that you utilized the post office for non-postal services such as picking up government forms. Nonpostal services provided by the Pimmit Branch will be available at other nearby post offices. Government forms normally provided in the lobbies will also be available at other post offices or by contacting your local government agency.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

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Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government
forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain.

It is very hard to drive in and out
of that location

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐ No ☒

Name: [REDACTED]
(please print your name)

Address: [REDACTED]

Telephone number [REDACTED] Date: Jan 11, 2010

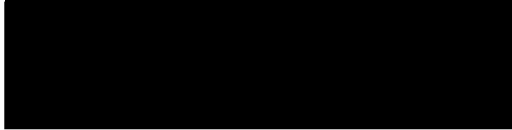
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June 10, 2010



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a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☒ No ☐

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: Don't know names but I pass them. I do this because I do work near permit.



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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain. They are better. I don't like the Manager
Janice and guest. Pmm.it is much more
convenient - Don't close it

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐ No ☒

Name: [REDACTED]
(please print your name)

Address: [REDACTED]

Telephone number: [REDACTED] Date: 1/13/10

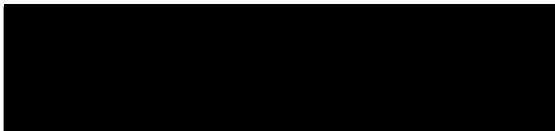
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Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You indicated that the Pimmit Branch is more convenient. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

You stated that the Falls Church main office clerks are rude and that the clerks at the Pimmit Branch are great. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner.

Your concerns about discourteous service at the Falls Church main office will be conveyed to the postmaster.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703-532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "R. S. Gingell".

Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☐

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

- Please - please don't close our Post office in Pimmit
- your new P.O. branch in Falls Church
is very difficult to access and parking
is scarce - traffic is dangerous to get into and out onto
Broad St Rte.

-2-

3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain.

Traffic and parking are worse in main office

4. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐

No ☒

Name:

(please print your name)

Address:

Telephone number:

Date: 1-13-2010

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

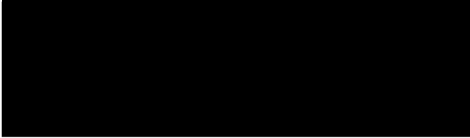
Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593



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June 10, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the traffic and parking is worse at the new Falls Church main post office. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting www.usps.com.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998

Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government
forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: _____

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☐ No ☒

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 1/8/09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593

The hours have been inconvenient.
- Gap in middle of day when closed.
- Saturday when closed.
Otherwise, I would use the P.O. more.
I do not favor closing P.O. +



June 10, 2010

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the hours at the Pimmit Branch are inconvenient. The Pimmit Branch was closed on Saturdays and during the week for an hour lunch break. A review of the Pimmit Branch revealed that the hours of operation were not being supported by customer traffic or revenue transactions. Based on customer traffic and revenue, the retail operation was closed on Saturdays and during the week for lunch.

The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in black ink, appearing to read "R. S. Gingell".

Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998



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Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____



DOCKET NO.

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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐Just as Good ☐No Opinion ☐Worse ☒

Please explain.

TOO FAR TO DRIVE DAILY, LIMITED OR INADEQUATE
PARKING

4. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒No ☐

Name:

(please print your name)

Address:

Telephone number:

Date:

1/11/09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

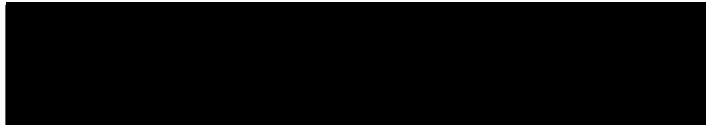
Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593

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June 10, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the new Falls Church main post office is too far to drive on a daily basis. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting www.usps.com.

You further stated that parking at the Falls Church Main Post Office is limited or inadequate. I have requested that the Facility Service Office to review the parking situation and determine if improvements should be made.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert S. Gingell".

Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____



STREET NO

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If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐Just as Good ☐No Opinion ☐Worse ☐

Please explain: _____

4. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒No ☐

Name: _____

(please print your name)

Address: _____

Telephone number: _____


Date: 1/24/10

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

SEE ATTACHED,

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593

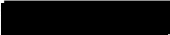


January 21, 2010

Roberts S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998

Re: Pimmit Branch

Dear Mr. Gingell:

I am extremely strongly opposed to any plan to close the Pimmit Branch. I live in  That post office is literally my lifeline. I rely on it - and have for many years. The staff is friendly and very helpful. Janice Void is the best postal employee I have ever known. She knows many patrons by name and knows their families. She is so knowledgeable and helpful. I rely on her greatly.

I am an attorney and work out of my home. I need to have the Pimmit Branch to mail legal pleadings and other matters related to my business. I do not have a car. A trip to the branch on West Broad Street requires a bus trip and the total travel time could be two hours. Plus, that branch is not nearly as efficient as the Pimmit Branch. I was at the West Broad Street branch on Tuesday - the supplies were not stocked and there was a long line. I really do not like going to that branch.

There are many apartments and businesses near to the Pimmit Branch. The other branches you mentioned in your letter are a considerable distance and not at all convenient. You must surely be aware of the traffic in the Tysons Corner area. In terms of community planning, there is now an emphasis on encouraging pedestrian traffic and mixed-use facilities. Your proposal is directly opposite to the present best practices in planning. The proposal apparently is expecting many people to be forced to make special trips by car to an out-of-the-way destination to use the post office. Any trip by car in the Tysons Corner area would probably take at least an hour. Your proposal apparently assumes that patrons are driving by other post offices but I doubt that is a valid

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assumption.

Further, it is my understanding that the surveys were given only to those who have post office boxes at the Pimmit Branch. That is a completely invalid survey method. Many, if not most, of the customers at the Pimmit Branch do not have post office boxes. They were not advised of the survey or of the proposed closure. It is extremely unfair to purport to take a survey but not to notify those who use the Pimmit Branch of the survey.

Your letter stated that the office workload has declined at the Pimmit Branch. As you must be aware, the hours at the Pimmit Branch have been reduced and the Branch is now closed on Saturdays. Your letter does not indicate whether you took the reduced hours into consideration. Also, you did not discuss the workload at other branches. It is likely that the workload has declined at most branches.

I am fully aware of the financial problems of the United States Postal Service. However, making it difficult, if not impossible, to use branches - by requiring trips of an hour or more to get to a branch - will only contribute to further declines in business. In my case, it also causes a personal disappointment that the Postal Service would even consider closing a branch that is so efficient and helpful. I rely on that branch and on being able to receive assistance from Janice Void.

I am strongly opposed to closing the Pimmit Branch. I would be glad to answer any questions. Thank you for your attention to this matter.

Sincerely,

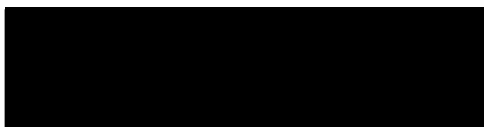
A large black rectangular redaction box covering the signature and name of the sender.

cc: Rep. James P. Moran



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June 10, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that you depend on the Pimmit Branch since you work at home and traffic is an issue with other postal locations. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

A concern was expressed about the closing of the Pimmit Branch on Saturdays and during the week for an hour lunch break. A review of the Pimmit Branch revealed that the hours of operation were not being supported by customer traffic or revenue transactions. Based on customer traffic and revenue, the retail operation was closed on Saturdays and during the week for lunch.

You stated that that you receive exceptional customer service by the personnel at the Pimmit Branch. Courteous and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area. The postmaster will be notified of the issue of supplies not being stocked and the long lines at the Falls Church main office.

An issue was raised concerning the dissemination of the questionnaires about the potential closure of the Pimmit Branch Post Office. Questionnaires were available for the customers that utilized the Pimmit Branch. Each Post Office Box customer received a questionnaire and questionnaires were available for walk in customers at the retail unit from January 7, 2010 to January 21, 2010.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998



BUCKET NO 22043
ITEM NO 12
PAGE 235

Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

This post office is always busy when I come which means that it is a necessary part of my community. Do not furnish the loyal users of this branch. It is very difficult for me to go anywhere else for these services.



DOCKET NO. 22043
ITEM NO. 12
PAGE 235A

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If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain. _____

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒ No ☐

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 1/21/10

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

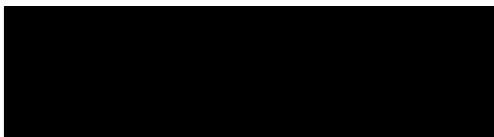
Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593

Where do I drop my mail in the area?
You have removed all boxes - now this
post office is in danger. How can I
mail a letter?



June 10, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You inquired about where you could mail a letter if the Pimmit Branch would be closed. It would be our intent to have a collection box in this area for the deposit of mail.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "Robert S. Gingell".

Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998

ADDRESS 22043
 CITY 12
 STATE 237



Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail TM , Registered Mail TM , Insured mail, Delivery Confirmation TM , or Signature Confirmation TM	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail SM	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☐

Nonpostal Services:

a. Picking up government forms (such as tax forms) Yes ☐ No ☐

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☐

If yes, please explain _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which office: _____

CPL # 1000

22043

CPL # 1000

12

CPL # 1000

238



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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Change ☐ Worse ☐

Please explain: _____

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the ~~Post Office~~ Station/Branch is discontinued?

Yes ☒ No ☐

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 01/18/2010

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

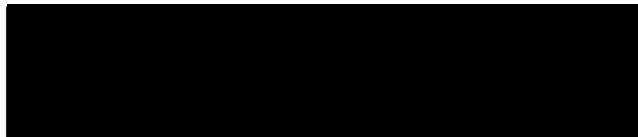
Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester VA 22604-2603

*I would hate to see this Post office
close!*



June 10, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "R. S. Gingell".

Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Pick up mail from a Post Office Box	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: McLean



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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: Too many people

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒ No ☐

Name: [REDACTED]
(please print your name)

Address: [REDACTED]

Telephone number: _____ Date: 1-18-10

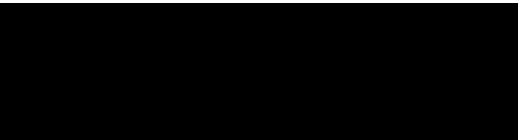
Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593



June 10, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

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Sincerely,

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Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998

Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Pick up mail from a Post Office Box	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government
forms (such as tax forms) Yes ☒ No ☐

b. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____



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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain.

The Main Office is too crowded - but parking, too far away to go daily to my P.O. Box. The workers are not as friendly & helpful, either. A waste of gas to drive ~~to~~ all the way there.

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒ No ☐

Name: [REDACTED] (please print your name)

Address: [REDACTED]

Telephone number: [REDACTED] Date: 1/12/10

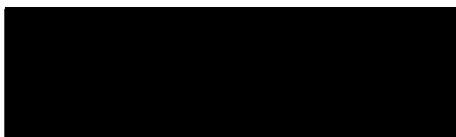
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593



June 10, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the Falls Church Main Office is too crowded and a waste of gas for the extra mileage. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

You stated that that you receive friendly and helpful customer service by the personnel at the Pimmit Branch. Courteous and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

A handwritten signature in dark ink, appearing to read "R. S. Gingell".

Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never
a. Buy stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mail letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mail packages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Send Express Mail®	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Pick up mail from a Post Office Box	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pick up mail from general delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Buying Postal Money Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buy stamp-collecting products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Enter permit mailings Yes ☐ No ☒

Nonpostal Services

a. Picking up government
forms (such as tax forms) Yes ☒ No ☐

b. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____



DOCUMENT NO.

ITEM NO.

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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐Just as Good ☐No Opinion ☐Worse ☒

Please explain.

Post Office Box service is not available in my area.

4. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the <> Station/Branch is discontinued?

Yes ☒No ☐

Name:

(please print your name)

Address:

Telephone number:

Date: 1-12-10

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593

[REDACTED]

January 12, 2010

Memorandum for the Post Office Operations Staff regarding the Pimmit Branch Post Office

Thank you for alerting us to the potential changes in service. I would like to offer my comments and praise for the service this branch provides to our neighborhood. We use this branch exclusively. We walk one mile to get there and will not walk to the main branch as there are no sidewalks and it would be a six mile walk round trip. In our neighborhood there are older people who count on this being close, whether or not they are still able to drive there. There are some neighbors we have that are new to the U.S. who do not drive. There are four sets of apartments within a half mile of the Post Office plaza. The residents can currently walk to the post office, grocery and a few other stores in the area. This of course does not benefit the USPS directly, but because people can walk to everything we are all using a lot less gas. But on that point, it would seem that this small office is very efficient in terms of personnel, square footage and energy used.

Although this may not be a part of your decision, I would like to acknowledge Janice and Kim, employees of the Pimmit Post Office. They are like neighbors to us. I lost count of the number of times I saw them help a customer who was older, needed extensive assistance or who may not have English as a first language as they patiently explained the process to them. They are very nice people, and outstanding examples of great customer service. They seem to know everyone and are always in a great mood. I know there is no way to quantify this or make it a part of the equation in your decision, but please know that they are a valued part of our community.

I know these are difficult times and appreciate you getting the input of the customers. Thank you again for providing us with such outstanding service.

Sincerely, [REDACTED]

[REDACTED]

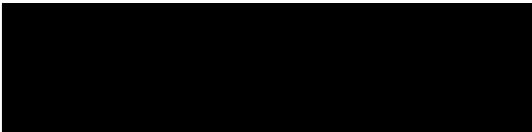
22043

12

246



June 10, 2010



Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that many customers walk to the Pimmit Branch and there are four sets of apartments nearby. You also mentioned the extra gas that would be used if the Pimmit Branch were to be closed. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

You expressed concern over the level of assistance provided to the elderly. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

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Robert S. Gingell
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998